



CITY OF KINGSLAND, GEORGIA

CITY COUNCIL

AGENDA • JULY 28, 2014

Regular Meeting

City Council Chamber

6:00 PM

107 South Lee Street - City Hall, Kingsland, GA 31548

I. CALL TO ORDER AND WELCOME GUESTS

II. INVOCATION AND PLEDGE TO THE FLAG

III. ROLL CALL

Kenneth Smith Sr
Alex Blount
Jim McClain
Daniel Minckler
Charles Grayson Day Jr

Mayor
Mayor Pro Tem
City Councilman
City Councilman
City Councilman

IV. CONSENT DOCKET

- A.** Approve the Council Minutes of the last regular Council Meeting
- B.** Approve the Agenda as Presented
- C.** Approve the Payments of Accounts Payable as Due and Funds Available

V. PRESENTATION

- 1. Mr. Joel Hanner
- 2. Mr. Terry Laman

VI. GRANTING AUDIENCE TO THE PUBLIC

VII. OLD BUSINESS

VIII. NEW BUSINESS

1. Memorandum of Understanding Between City of Kingsland and Kingsland Tourism Authority

Memorandum of Understanding between City of Kingsland and Kingsland Tourism Authority for the GDEcD FY 2015 Tourism Product Development Grant.

- This grant will be facilitated through the City for financial accountability and will be coordinated through shared efforts by the CVB Director and the Economic Development Director
 - Tourism Product Development Grant applications are due on July 31, however, projects will not start until October 1. Therefore, if the grant match request is not approved in the City's FY2015 budget then the program will be cancelled without penalty. A grant budget request has been submitted, and no grant awards will be accepted without that budget approval.
2. APPROVAL OF: Letter of Support for New Access Point Funding for McKinney Community Health Center.
 3. APPROVAL OF: Ordinance #2014-04: an Ordinance to Amend Ordinance #2003-23, "Licensing the Distribution and Sale of Alcoholic Beverages and Liquors, Malt Beverages and Wines in the City of Kingsland, Georgia
 4. APPROVAL OF: Telecommunications Audit Engagement

IX. MAYOR AND COUNCIL ANNOUNCEMENT

X. ADJOURNED

Kingsland Convention and Visitors Bureau Authority
Tourism Product Development Grant – FY 2015 Application

Narrative Questions (no more than 3 pages)

Overview

Description of the Project

The Kingsland Convention and Visitors Bureau, in cooperation with the City of Kingsland Economic Development Department, propose the revival and enhancement of the Coastal Georgia Birding workshop as well as to create enhanced onsite elements for the Coastal Georgia Birding Trail, including additional interpretive tools such as signage and interpretive guide.

Description of the geographic location of the project

The project will focus primarily in and around Camden County & Charlton County with an emphasis on the existing birding trails sites. Events will take place throughout the regional area with specific field trips to sites in Woodbine, Georgia, St. Marys, Georgia, Crooked River State Park, Cumberland Island, and the Okefenokee Wildlife Refuge.

The name and credentials of the party/parties who will be accountable for the funds.

Mrs. Filiz Morrow, City of Kingsland Finance Director will be the financial agent for all grant funds. Mrs. Morrow is a Certified Public Account and also has a Graduate degree in Public Administration.

The name of the partner entity (if applicable)

The City of Kingsland, as evidenced by the Memorandum of Understanding, will serve as the fiduciary agent for the project. Project oversight and implementation will be coordinated by the Kingsland Convention & Visitors Bureau.

A case for the need for the tourism development in this location

Camden County, as most of Georgia, has had a slow and difficult time climbing out of the effects of the downturn in the economy. Even with a major interstate highway and commercial interchanges it has become more challenging to capture the traveling visitors to stop and enjoy our community and its scenic beauty and natural environments. With Florida and its beaches and amenities just a short distance away, Kingsland and Camden County becomes a stopping point instead of a destination.

Florida boasts a birding tourism impact of \$4.9 billion for 2011 which is due to the fact that in 2011 more tourists were traveling to Florida for birding than any other state. This is also accentuated by the fact that the number of participants who made day and overnight trips away from home specifically to view wildlife grew by 22% between 2006 and 2011. Since many of these visitors are traveling through Coastal Georgia, Camden County, and Kingsland, our proposed project will help Georgia capture the positive impact of this economic engine for our communities and help stimulate efforts to a diverse economic development approach with tourism as a leading partner.

Background/Objectives/Impact

Origin

In 2008, Georgia Tech provided the Kingsland CVB with an overview of the visitor market in Camden County. A primary “take-away” of that overview was that there seem to be a significant disconnect between what was noted as “support assets” such as I-95, services, and lodging and “destination assets” such as Cumberland Island, Historic St. Marys, Crooked River State Park, and Okefenokee Swamp. There is a significant disconnect between visitors and the available tourism product, which is noted primarily by the absence of interpretive tools.

The study also noted that the activity most common among visitors to the Kingsland Exit 3 interchange was Bird Watching. Capitalizing on this existing visitor interest base creates an opportunity for a substantial return on investment through a cooperative bird watching program.

Project leadership and experience

The project will be led by a team of highly experienced professionals: Tonya Rosado, Executive Director of the Kingsland Convention and Visitors Bureau, and Darren Harper, Economic Development Director for the City of Kingsland.

Tonya Rosado. Ms. Rosado has been with the Kingsland CVB since 1999. In her role, she has worked on many local events including the search by OWN Network and BBC American resulting in the subsequent designation of Kingsland as Oprah's LoveTown USA which had a community impact of \$1.2 million. Ms. Rosado has over 19 years of experience in tourism, marketing and events coordination. She also has tremendous success in building local, regional, and state partnerships to support tourism and local community events which create a positive impact on tourism as an essential component of community economic development.

Darren Harper..... (bio)

Importance of the event to the local community

The Coastal Birding Workshop will capture and enhance the existing market for attracting bird watching tourist to Camden County and Coastal Georgia. This event will connect the existing bird watching visitor to the existing product through interpretive tools which will result in extended stays and generate additional overnight visits. Additional trail signage will result in increased traffic to the local and regional sites. This event will result in additional return stays, overnight visits, and increased tourism industry jobs through the use of local interpretive site guides.

Description of the relationship between the partner entities (if applicable)

Ms. Rosado has worked on several community and tourism related projects with a variety of local partners including the City of Kingsland Economic Development Department. Ms. Rosado will serve as the project leader and she will work with local site partners to coordinate the efforts of the group and ensure successful completion of all grant related efforts.

Evidence that the contractors/consultants/artists working on the project will produce high quality work.

Evidence that the project will attract tourists and/or lengthen their stays in the area.

The attached Georgia Department of Economic Development impact model demonstrates \$68,000 local impact of the event, resulting in **support of 191 Jobs Person Days**. In addition, transient visitors will lengthen their stays as birding locations become easier to identify and access due to the increase in interpretive tools in place to attract and enhance the visitors' experience.

Economic Impact Summary			
	Direct	Indirect/Induced	Total
Business Sales	\$ 40,844	\$ 27,211	\$ 68,056
Wages	\$ 17,084	\$ 9,157	\$ 26,241
Jobs Supported			
Person days	138	53	191
Persons	34	13	48
Annual FTEs	1	0	1
Taxes			
Federal			\$ 5,419
State			\$ 2,191
Local			\$ 1,866
of which bed tax			\$ 347

Evidence that the project is sustainable and will continue to attract tourists once the grant period is over.

The Coastal Birding Workshop will generate revenue through attendance registration, booth fees and sponsorships that will enhance and sustain the event into the future. The increase of interpretive birding signage will generate additional tourism dollars circulating through the community to enhance and sustain the local tourism industry.

The projects green (environmentally sensitive) components (if applicable)

The overall project of increasing birding has positive impacts on educating the general public on environmental awareness and support. It also promotes the protection of sensitive environmental areas as wildlife habitat and will be addressed through field trips around these sensitive areas.

Sustainability

Describe the number of jobs that will be created through this project. This may include full or part-time positions as well as the hiring of consultants or other temporary workers.

At this time, it is uncertain as to how many interpretive jobs this project will create. However, we estimate that the project will retain and enhance at least five (5) local and regional interpretive positions, as well as five (5) tourism/hotel industry related positions.

Describe how the project will increase tourism not only in FY 15 but also in the coming years.

We expect both the installation of interpretive birding signage, field trips, and the Coastal Birding workshop to capitalize on the existing birding visitors staying in the Kingsland Exit 3 area. The visitors being better connected to the birding assets in the area through interpretive tools will increase return visits and overnight stays. Also, the impact of the improved interpretive tools and events will enhance the visitor experience and through “word of mouth” marketing and social media transmission, we expect a continual increase of birding tourist to visit the area.

If the application is for an annual event, the narrative must explain how the event will sustain itself in future years without TPD support.

The Kingsland CVB has developed a budget and strategy for this event which will not only enhance the attendees and future bird watching tourist experience but also provide necessary funding to support the event in the future. As the project moves forward, it is estimated that additional support measures for project sustainability will become evident and secured through partner relations and outreach.

Readiness

Discuss the community’s readiness to take on this project. Give evidence that those involved have experience successfully completing other projects and that the community as a whole is prepared to welcome tourists.

The Coastal Georgia Birding Festival was held for a period of eight years from 2003 until 2010. The event was postponed, not for a lack of visitors and attendees, but for a lack of supportive funding & services. The Kingsland CVB is proposing a project, with support from the Tourism Product Development Grant, to revive this event model and connect the tourism base evidenced in the Georgia Tech study with the bountiful and diverse bird watching assets that exist in Coastal and Southeast Georgia.

Additional Questions

- Bricks-and-Mortar Questions
- Research Questions
- Events
- If the application is for an already-existing event, explain how TPD funds will be used for new components or an expansion of the event.
- If the event is an annual or one-time event, explain how TPD funds will help sustain tourism even after it has ended.
- If the event is intended to be an annual event, explain how it will continue in the future without TPD support.

Time Line

Project Start Date	October 1, 2014
Initial Project Partner Meeting	October 2014
Event Planning Meeting	October 2014
Draft Interpretive Tools Concepts and Plan	December 2014
Event Program Outline	December 2014
Event	February 2015
Interpretive Tools Production	February 2015
Interpretive Tools Installation	March 2015
Post event meeting	March 2015
Partner Follow-Up Meeting	April 2015
Final Report Submittal	June 1, 2015

Budget

Expense

Item

Bricks-and-Mortar: Enhanced Onsite Trail Elements

Bird Habitat: Bluebird Houses (5)

TPD

\$600.00

Applicant

\$200.00

In-Kind

Bird Habitat: Martin Houses (5)	\$600.00	\$200.00	
Bird Habitat: Owl & Kestrel Houses (5)	\$600.00	\$200.00	
Bird Habitat: Woodpecker Houses (5)	\$600.00	\$200.00	
Bird Habitat: Robin Houses (10)	\$400.00	\$150.00	
Bird Habitat: Wren Houses (10)	\$400.00	\$150.00	
Construction: Install/Paint		\$800.00	\$1,000.00
Artist Commission	\$1,000.00	\$0.00	
<u>Bricks-and-Mortar: Trail Interpretation</u>			
Interpretive Bird Journal	\$6,000.00	\$1,800.00	\$320.00
Site visit verification form	\$1,000.00	\$800.00	\$100.00
Sighting Observation forms	\$1,000.00	\$500.00	\$100.00
Trail Interpretive Signage	\$2,500.00	\$1,000.00	
Construction: Install/Paint		\$500.00	\$500.00
<u>Research Projects: Visitor Experience Enhancement & Tracking</u>			
Trail Authentication/Research			\$6,000.00
<u>Event: Revival of the "Georgia Coastal Birding" workshop</u>			
Courses / Seminars / Materials	\$2,500.00	\$2,000.00	\$1,500.00
Guided Tour - Cumberland Island	\$275.00	\$240.00	
Guided Tour - Gilman Woodstork Rookery	\$80.00	\$125.00	
Guided Tour - Okefenokee FT	\$275.00	\$240.00	
Guided Tour - Crooked River FT	\$60.00	\$175.00	
Guided Tour - Woodbine Bird Sanctuary	\$60.00	\$100.00	
Certificates: Great Backyard Bird Count		\$120.00	
Site/Catering	\$2,000.00	\$1,200.00	
TOTAL	TOTAL EXPENSE	\$19,950.00	\$10,700.00
			\$9,520.00

Income

Item	Description	Amount	Source	Confirmed/Pending
Sponsorship	Interpretive Bird Journal	\$1,000.00		N
Sales	Interpretive Bird Journal	\$2,500.00		N
Sponsorship	Signage	\$500.00		N
Event Fee	Workshop Registration	\$5,100.00		
Event Fee	Guided Tour - Cumberland Island	\$450.00		
Event Fee	Guided Tour - Gilman Woodstork Rookery	\$90.00		
Event Fee	Guided Tour - Okefenokee FT	\$300.00		
Event Fee	Guided Tour - Crooked River FT	\$225.00		
Event Fee	Guided Tour - Woodbine Bird Sanctuary	\$225.00		
Sponsorship	Event Sponsorship	\$1,000.00		N
	TOTAL INCOME	\$11,390.00		

Supporting Materials

Photos
 Resume/company profiles/bios
 Marketing material
 Plans/Drawings
 Letter of Support (limit two)
 Newspaper article or other press

Grant Worksheet For FY2014-15 Budget

Fund: _____
 Function: Tourism Product Development Grant
 Department: Economic Development / CVB Authority

Agency Name	Federal or State?		Pass-through Entity	Project Title	Federal Share %	State Share %	Grant Amount \$	Match Funding \$	Notes
	Federal	State							
Georgia Department of Economic Development		X		Tourism Product Development Grant			19,950.00	10,700.00	\$6130.00 (COK Economic Develop) + \$4820.00 (CVB) = Total Cash match
Totals									

 Department Head Approval

 Date

**STATE OF GEORGIA
COUNTY OF CAMDEN**

**MEMORANDUM OF UNDERSTANDING
FOR
GDEcD TOURISM PRODUCT DEVELOPMENT GRANT ADMINISTRATION**

This Memorandum of Understanding is made and entered into effective as of [REDACTED] day of [REDACTED], 2014, by and between the CITY OF KINGSLAND, hereinafter called "City", and the KINGSLAND AREA CONVENTION AND VISITORS BUREAU AUTHORITY, hereinafter called "CVB". The Parties agree to enter into this cooperative arrangement to work toward the goal of award and administration of the 2015 GDEcD Tourism Product Development Grant, hereafter referred to as "TPD Grant".

WHEREAS, the goal of the TPD is to develop and nurture partnerships which effectively change and positively impact Georgia's visitor industry, and

WHEREAS, the intent of the TPD grant is to facilitate the development of a statewide tourism product portfolio that broadens ownership, highlights the state's cultural assets and is synergistic with the GDEcD's overall strategic global marketing framework and unique Georgia brand, and

WHEREAS, the purpose of the TPD Grant program is designed to financially support sustainable tourism development activities at the local level that maintain and/or create jobs, attract tourists (visitors from outside of the community), and enhance the tourist's experience, and

WHEREAS, the TPD Grant application and guidelines can be found online at <http://www.georgia.org/wp-content/uploads/2013/09/TPD-Guidelines.pdf>, and

WHEREAS, the CVB is a duly created tourism authority charged with the duties of (1) Promoting tourism, trade, and conventions for the City of Kingsland; (2) Studying, investigating, and developing plans for improving tourism in the City of Kingsland and the area and doing such things as tend to bring visitors and conventions into the city; (3) Advising and recommending plans to the city council and departments of the city for the development of tourism in the city; and (4) Otherwise promoting public interest in the general improvement of tourism in the city; and

WHEREAS, the CVB, in cooperation with the City Economic Development Department, would like to submit an application for TPD Grant funding in the amount of \$19,950.00

WHEREAS, the City, as a government, is authorized by §O.C.G.A. 36-34-2(5) to enter into intergovernmental services agreements; and

WHEREAS, the CVB is a duly created tourism authority under Local And Special Acts And Resolutions of the General Assembly of the State of Georgia 1991, Vol. 2, Pg. 4101 and is authorized to make and execute contracts, agreements, and other instruments necessary or convenient to exercise the powers of the authority or to further the public purpose for which the authority is created, and

NOW THEREFORE, in consideration of the mutual conditions, covenants, and performances called for herein, the parties hereto agree:

- A. Jointly and cooperatively explore the application process for the TPD Grant.

- B. As funds are available and approved, apply for TPD grant funds to develop a Coastal Georgia Birding workshop event and create enhanced onsite elements for the Coastal Georgia Birding Trail, including additional interpretive tools such as signage and interpretive guide.
- C. The City will serve as the fiduciary agent for the project.
- D. Project oversight and implementation will be coordinated by the CVB along with staff support from the City Economic Development Department.
- E. Parties agree that all guidelines and requirements of the TPD Grant will be observed.
- F. This Memorandum represents the entire agreement between the Parties. An amendment can be added to this agreement if it is presented in writing and signed by the Parties.
- G. Term and Termination: The Agreement is effective as dated in paragraph one and shall expire June 15, 2015.

In witness whereof, the parties hereto have executed this instrument by the proper persons from each of the above listed agencies and agree to enter into this cooperative arrangement.

APPROVED by the CITY OF KINGSLAND on the [redacted] day of [redacted], 2014.

CITY OF KINGSLAND

ATTEST: [redacted]

Secretary

BY: [redacted]

Mayor

APPROVED by the Board of Directors of the KINGSLAND AREA CONVENTION AND VISITORS BUREAU AUTHORITY on the [redacted] day of [redacted], 2014.

KINGSLAND AREA CONVENTION AND VISITORS BUREAU AUTHORITY

ATTEST: [redacted]

Secretary

BY: [redacted]

Chairman



City of Kingsland

Post Office Box 250, Kingsland, Georgia 31548
 ☎(912) 729-5613 📠(912) 729-761-7618
 July 21, 2014

Ola Smith, CEO
 McKinney Medical Center
 218 Quarterman Street
 Waycross, Georgia 31501

RE: Section 330 New Access Point Grant for Community Health Center

Dear Ms. Smith:

The City of Kingsland would like to offer its full support for McKinney Community Health Center's application to receive federal Section 330 New Access Point funding to establish a new location in Camden County. Since 1995 McKinney Community Health Center has delivered high-quality, comprehensive health care to our community. The work of McKinney Community Health Center's dedicated staff provides health care services to many residents who, without the health center, would have limited access to care.

Camden County has a significant poor and underserved population, and access to health care is an important component of addressing their needs. McKinney Community Health Center's 14 year long track record of meeting community's health care needs in Bacon, Brantley, Charlton, Pierce and Ware Counties with compassionate and comprehensive services including preventive primary medical care, oral care, mental health care, as well as case management, health education, and transportation services has benefited the community. New funding to establish similar services in Camden County will mean our residents will have access to medical services needed to ensure a healthy and productive life.

We strongly support this New Access Point funding for McKinney Community Health Center.

Sincerely,

Kenneth E. Smith, Sr., Mayor

ORDINANCE # 2014-04

**AN ORDINANCE TO AMEND ORDINANCE NO. 2003-23,
"LICENSING THE DISTRIBUTION AND SALE OF ALCOHOLIC BEVERAGES AND
LIQUORS, MALT BEVERAGES AND WINES IN THE CITY OF KINGSLAND,
GEORGIA"**

WHEREAS, the City of Kingsland has established procedures governing the sale of alcoholic beverages for consumption off the premises, and

WHEREAS, there was a public referendum on March 19, 2013 concerning Sunday sales, and

WHEREAS, the public referendum favored Sunday sales, and

WHEREAS, the Mayor and City Council of the City of Kingsland desiring to follow referendum results, amended the Alcohol Ordinance at that time, and

WHEREAS, a problem has been created by language removed at that time,

NOW THEREFORE BE IT ORDAINED BY THE MAYOR AND COUNCIL OF THE CITY OF KINGSLAND, that Section 3-7(2) of the City Code limiting the hours of sale is amended by deleting the current verbiage and inserting the ‘Licensed retailers shall not sell wine or malt beverages in the package for consumption off the premises, or hotel in-room service, at any time on Christmas Day, or any other day between the hours of 11:45 p.m. and 6:00 a.m., or on Sunday before 12:30 p.m. or after 11:30 p.m.’

BY: _____
Kenneth E. Smith, Sr. Mayor

ATTEST: _____
Linda O’Shaughnessy, City Clerk

(City Seal)

Attachment: alcohol amendment - Sunday off premises amendment (3) (1105 : APPROVAL OF; Ordinance #2014-04)

SpyGlass Snapshot Audit Agreement

This agreement, effective as of the later of the dates of signature below ("Effective Date"), is between **City of Kingsland** ("Company"), and The SpyGlass Group, LLC, an Ohio limited liability company ("Auditor").

1. Primary Audit Services. Company is engaging Auditor as an independent contractor to analyze its primary telecommunications service accounts (local voice, long distance voice, data, Internet, and wireless) to seek cost recovery, service elimination and cost reduction recommendations. Auditor will deliver the recommendations to Company, implement recommendations that Company elects for Auditor to implement, and deliver a complete telecommunications inventory to Company.

While Auditor is performing its analysis, Company will not make changes or perform internal cost reduction analysis with respect to provider accounts which Company has included within the scope of Auditor's review.

2. Fees. Company will pay Auditor the applicable fee set forth below ONLY for Auditor recommendations implemented within twelve (12) months of Auditor delivering the recommendation to Company:

- 50% of any "Cost Recovery", as defined below
- 12 times any "Service Elimination Savings", as defined below
- 12 times any "Cost Reduction Savings", as defined below

"Cost Recovery" is any refund, credit or compensation received by Company relating to past services or charges.

"Service Elimination Savings" is any monthly cost reduction received by Company relating to cancellation of any service, including monthly usage cost reduction (calculated as the average of the last 2 months of usage costs associated with the cancelled service).

"Cost Reduction Savings" is any monthly cost reduction received by Company relating to the modification, consolidation or negotiation of any service, account or contract, including post discount usage rate improvement (calculated as the (a) decrease in post discount per unit pricing realized by Company for any service, times (b) the average of Company's last two (2) months usage levels measured in such units for the modified service).

3. Invoicing and Payment. Fees for Cost Recovery are due as a one-time payment within 10 days of verification that Company has been issued the refund, credit or compensation resulting in such fees. If the aggregate fees owed to Auditor pursuant to this Agreement with respect to Service Elimination Savings and Cost Reduction Savings are \$10,000 or less, such fees shall be due as a one-time payment within 10 days of verification by Company and Auditor that the modification, consolidation, or other activity resulting in the Service Elimination Savings or Cost Reduction Savings has been completed. If the aggregate fees owed to Auditor pursuant to this Agreement with respect to Service Elimination Savings and Cost Reduction Savings are greater than \$10,000, such fees shall be due in three (3) equal monthly installments which are due thirty (30) days, sixty (60) days, and ninety (90) days, respectively, after verification by Company and Auditor that the modification, consolidation, or other activity resulting in the Service Elimination Savings or Cost Reduction Savings has been completed. Auditor may issue separate invoices as different fees are earned.

4. Miscellaneous. This agreement is governed by the laws of the State of Georgia, without regard to principles of conflicts of law, and may be executed by facsimile and simultaneously in multiple counterparts. Company agrees that Auditor does not warrant the overall performance, Company satisfaction, or data accuracy of any telecommunications related carrier, provider, software manufacturer or vendor at any time whatsoever during or after the term of this agreement. AUDITOR SHALL NOT BE LIABLE TO THE COMPANY FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR BUSINESS INTERRUPTION, WHETHER SUCH LIABILITY IS ASSERTED ON THE BASIS OF CONTRACT, TORT OR OTHERWISE, EVEN IF EITHER PARTY HAS BEEN WARNED OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE IN ADVANCE. IN ADDITION, IN NO EVENT SHALL AUDITOR'S LIABILITY TO COMPANY EXCEED THE FEES ACTUALLY PAID BY COMPANY TO AUDITOR.

IN WITNESS WHEREOF, the parties hereto have executed this agreement as of the Effective Date.

COMPANY

City of Kingsland

Signature: _____

Print Name: _____

Date: _____

AUDITOR

The SpyGlass Group, LLC

Signature: _____

Print Name: Edward M. DeAngelo

Date: _____

Attachment: City of Kingsland 7-22-14 agreement (1106 : APPROVAL OF: Telecommunications Audit Engagement)

**CITY OF KINGSLAND
FINANCE DEPARTMENT**



Kenneth E. Smith, Sr.
Mayor

Filiz Morrow, CPA, MPA
Director of Finance

**Letter of Agency – Authorization to Access
Telephone Provider Records**

By signing this letter below, I am giving authorization to The SpyGlass Group, LLC and its affiliates (a) to access any and all customer service records, account information, contracts, long distance carrier information, customer proprietary network information, pending order activity and/or any other information relevant to my local or long distance telecommunications service (voice or data), and (b) to establish electronic or online access to any billing for such service, if not already established, or if already established, to be provided login information for such electronic or online access. At SpyGlass' request, I give authorization to Provider to transmit Customer Service Records via fax to 440-348-9355 or mail to The SpyGlass Group, LLC, 2001 Crocker Road, Suite 200, Westlake, Ohio 44145. I represent that I have the authority to execute this form and grant this permission and I hereby desire for SpyGlass to be added as an authorized point of contact (POC) for these accounts. This permission shall remain in effect until I affirmatively revoke it. If I withdraw the authorization set forth in this Letter, I will notify Provider immediately in writing.

Client Information:

Signing Employee's Name: _____

Company Name: _____

Address: _____

City, State, Zip: _____

Telephone: _____

Provider Information:

Provider Name: _____

Account Number (s): _____

Authorized Signature: _____

Date: _____